

Technical Alert

No. 28

August 13, 2008

Product:

CoSign Server (only servers that were received after Q3 of 2008), software version 4.5

Symptom & Description:

In some rare cases, the CoSign appliance does not synchronize its time with the time of the domain.

The Tech Alert effects all CoSign appliances that were installed in Active Directory environment, and that are having issues with the time coordination between the appliance and the domain time.

A rare problem was discovered in CoSign software version 4.5 that causes the CoSign time to be out of sync with the internal DC time.

Having the synchronize time is very important since it affects the effective start date of a user certificate generated by CoSign, as well as the Active Directory user authentication.

Resolution:

You will need to re-synchronize the time of the appliance with the internal Active Directory time.

Re-synchronizing with Active Directory

1. Change the NTP server address from 0.0.0.0 to 10.0.0.1 (this is not a real NTP server) and press Save.
2. Change the NTP server address from 10.0.0.1 back to 0.0.0.0 and press Save again.
CoSign is now synchronized with Active Directory.

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